

Fig. 1

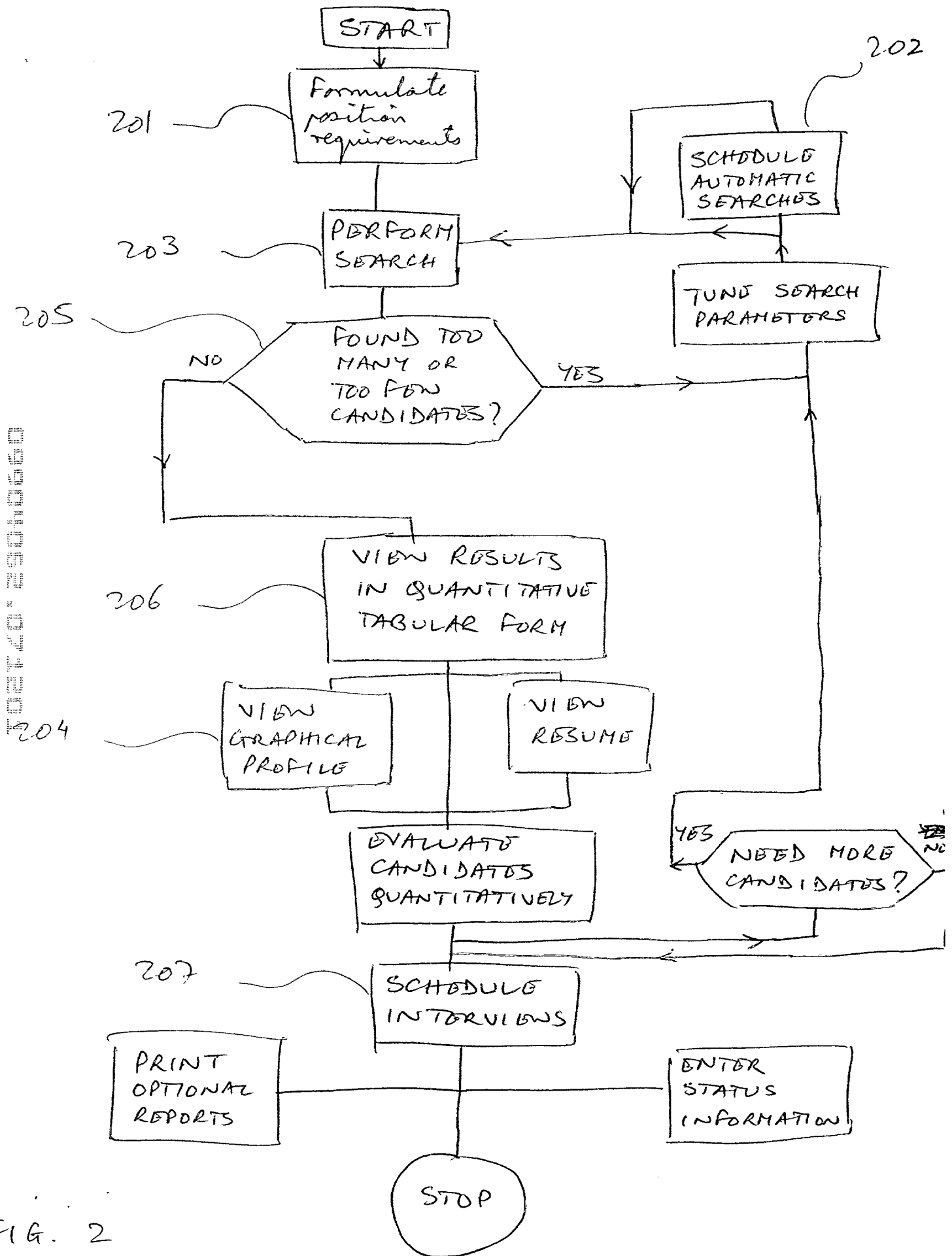


FIG. 2

IVR

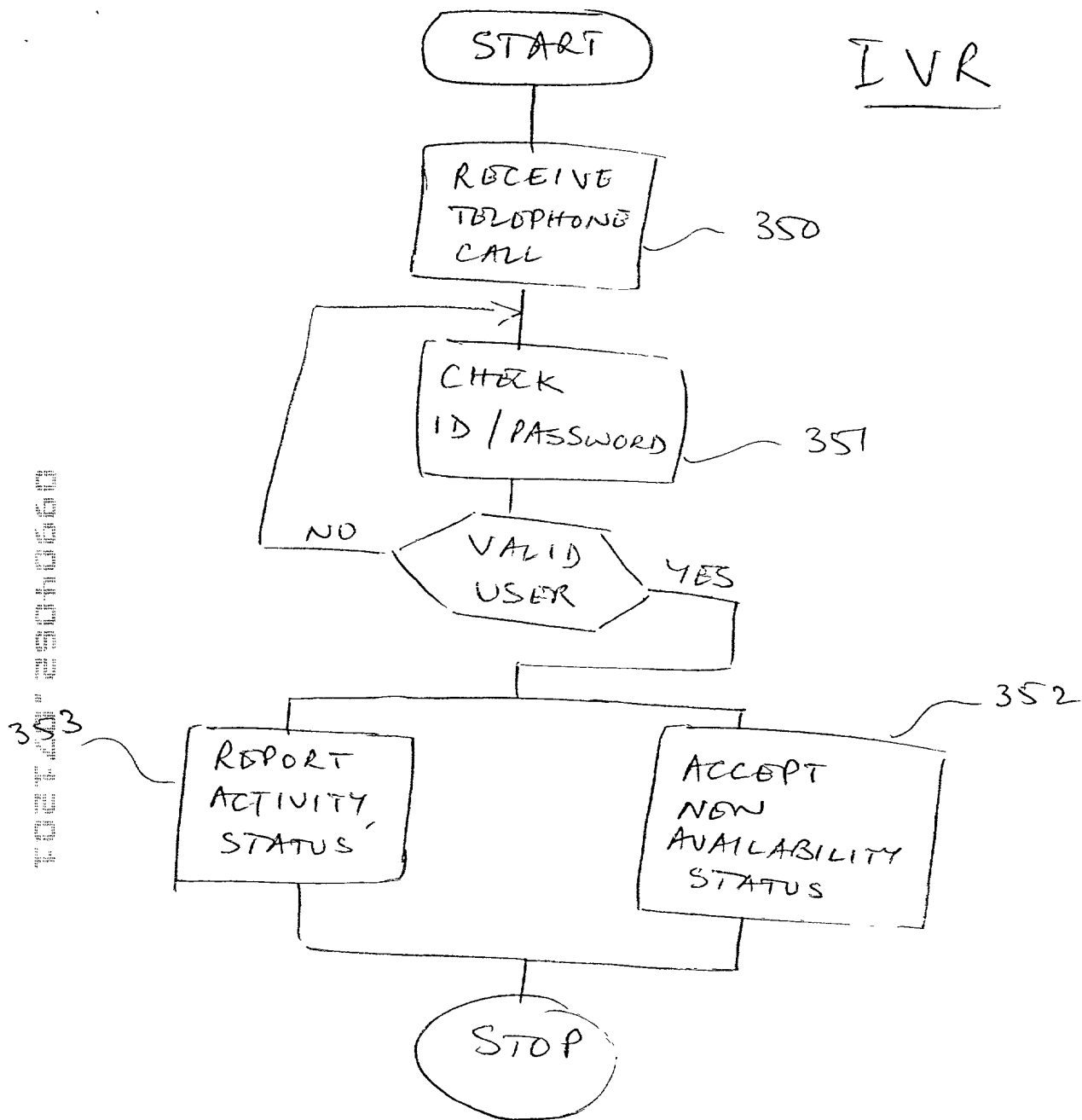
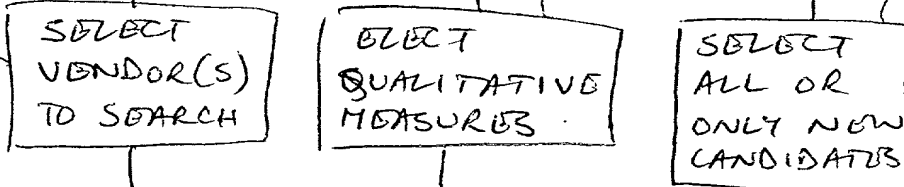
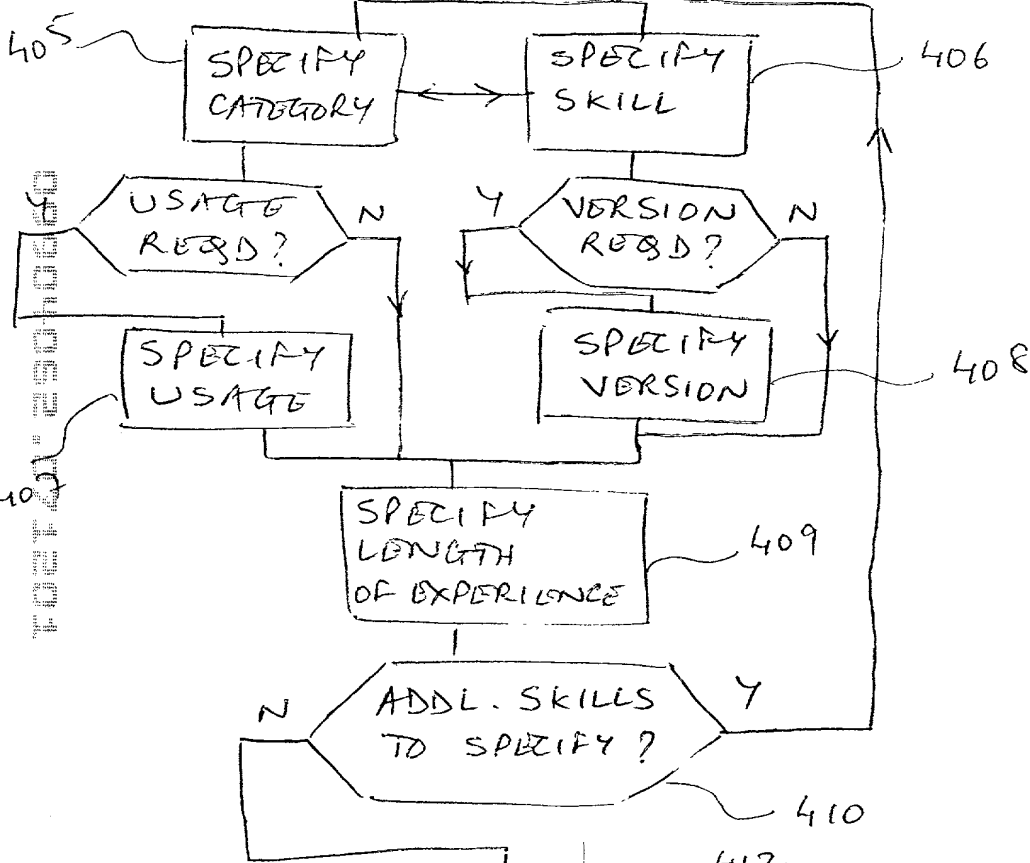
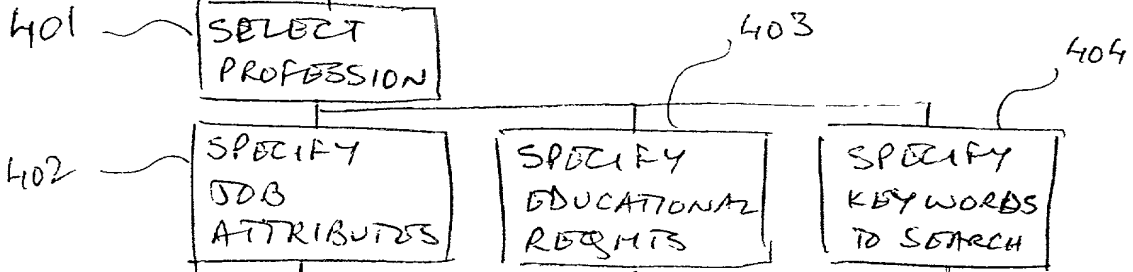


FIG - 36

FORMULATING SEARCH QUERIES

START

BLOCK 201
FIG. 2.



STOP

TO BLOCK 203
FIG. 2